TRICARE
TRICARE Management Activity

Uniform Business Office
Providing Resources to Enhance Care

Data Quality: UBO & TPOCS

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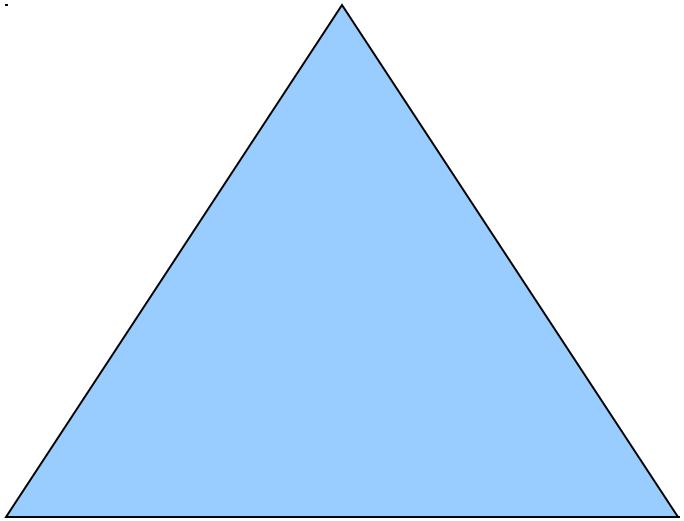
TMA UBO Deputy PM

OUTLINE

- Uniform Business Office (UBO)
- MTF Revenue Cycle
- Data Quality Characteristics
- Data Quality and How it Affects Each Phase of the Revenue Cycle
- UBO Success Factors
- Third Party Outpatient Collection System (TPOCS)
- Resources

UNIFORM BUSINESS OFFICE

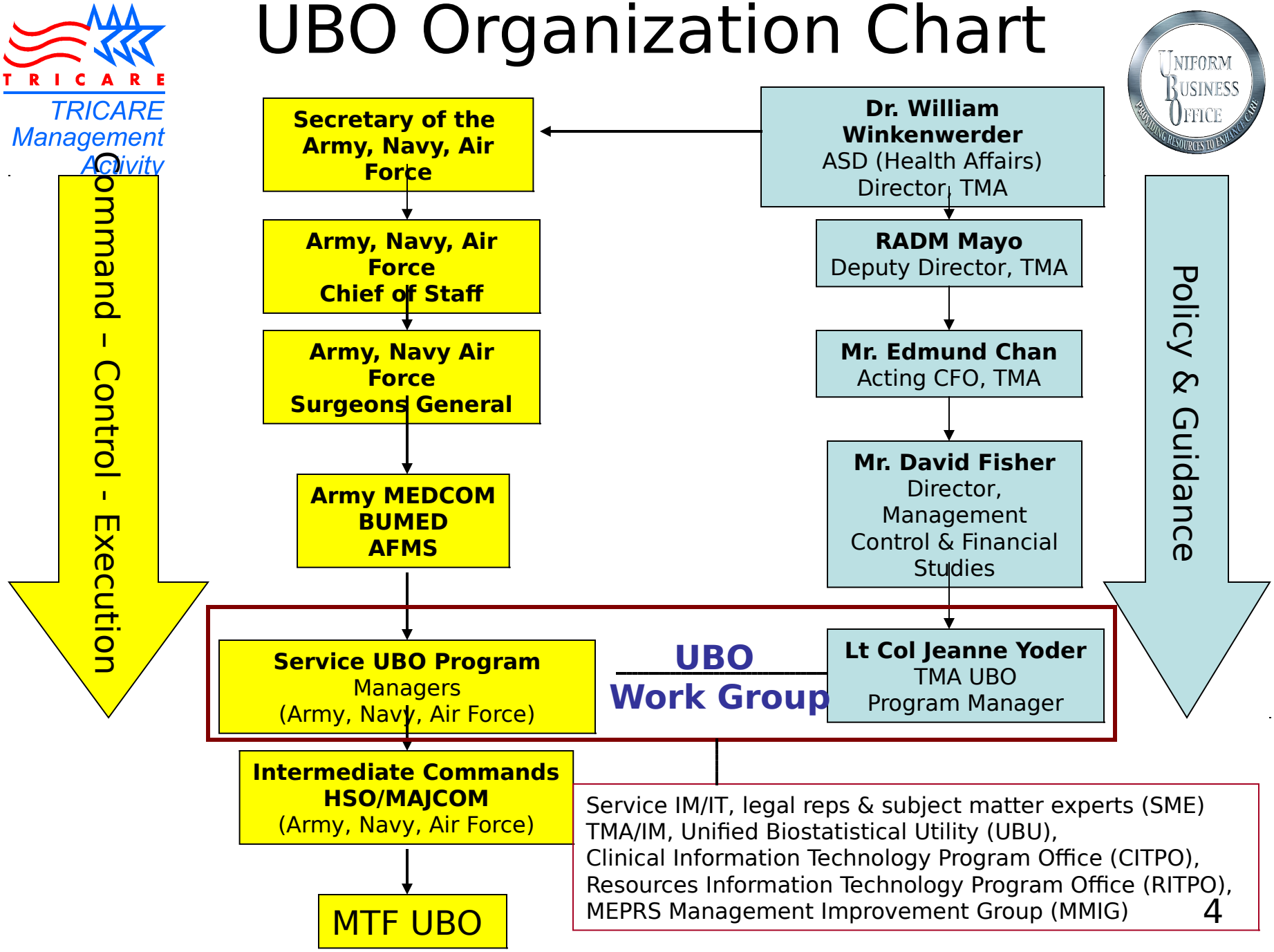
Third Party Collections (TPC)



Medical Services Account (MSA)

Medical Affirmative Claims (MAC)

UBO Organization Chart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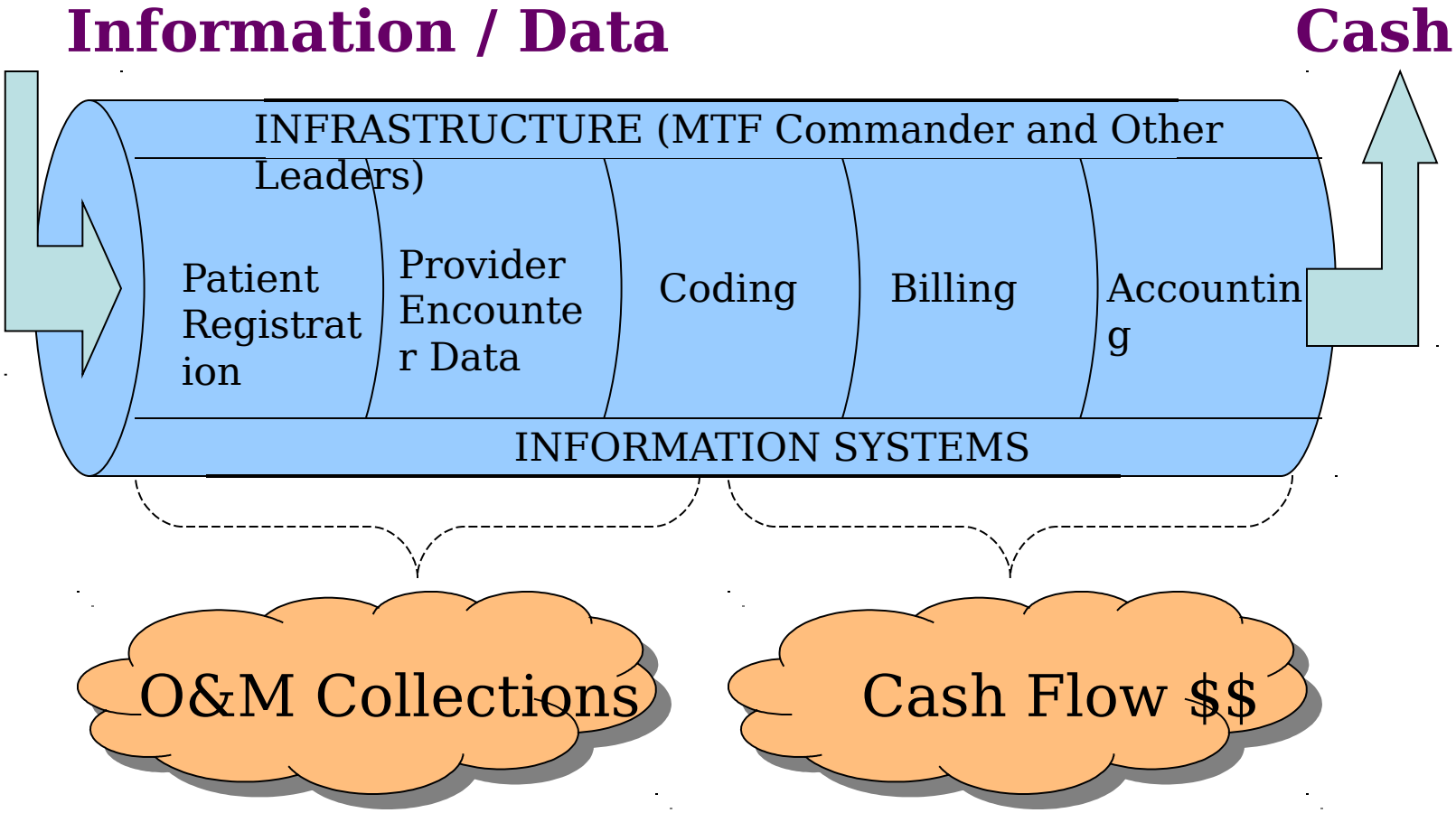
Uniform Business Office
Promoting Resources to Enhance Care
Command – Control - Execution
Policy & Guidance
Secretary of the Army, Navy, Air Force
Army, Navy, Air Force Chief of Staff
Army, Navy Air Force Surgeons General
Army MEDCOM BUMED AFMS
Dr. William Winkenwerder
ASD (Health Affairs)
Director, TMA
RADM Mayo
Deputy Director, TMA
Mr. Edmund Chan
Acting CFO, TMA
Mr. David Fisher
Director, Management Control & Financial Studies
Service UBO Program Managers
(Army, Navy, Air Force)
UBO Work Group
Lt Col Jeanne Yoder
TMA UBO Program Manager
Intermediate Commands HSO/MAJCOM
(Army, Navy, Air Force)
MTF UBO
Service IM/IT, legal reps & subject matter experts (SME)
TMA/IM, Unified Biostatistical Utility (UBU),
Clinical Information Technology Program Office (CITPO),
Resources Information Technology Program Office (RITPO),
MEPRS Management Improvement Group (MMIG)

Direct Care TPCP FY02 - 04 Collections ($ Millions)

Data source: MTF DD 2570 as reported to the TMA UBO Metrics Reporting System	*FY02 Billed -- Collected	*FY03 Billed -- Collected	*FY04 Billed -- Collected
Outpatient			
Army	45.1 27.4	37.6 18.5	40.8 21.9
Navy	23.7 15.2	19.0 11.1	21.6 14.6
Air Force	52.8 26.8	49.5 18.3	65.7 29.9
Total	121.6 **69.4**	106.1 **47.9**	128.1 **66.4**
Inpatient			
Army	61.4 25.7	44.6 20.9	42.8 22.5
Navy	34.9	19.5	19.9

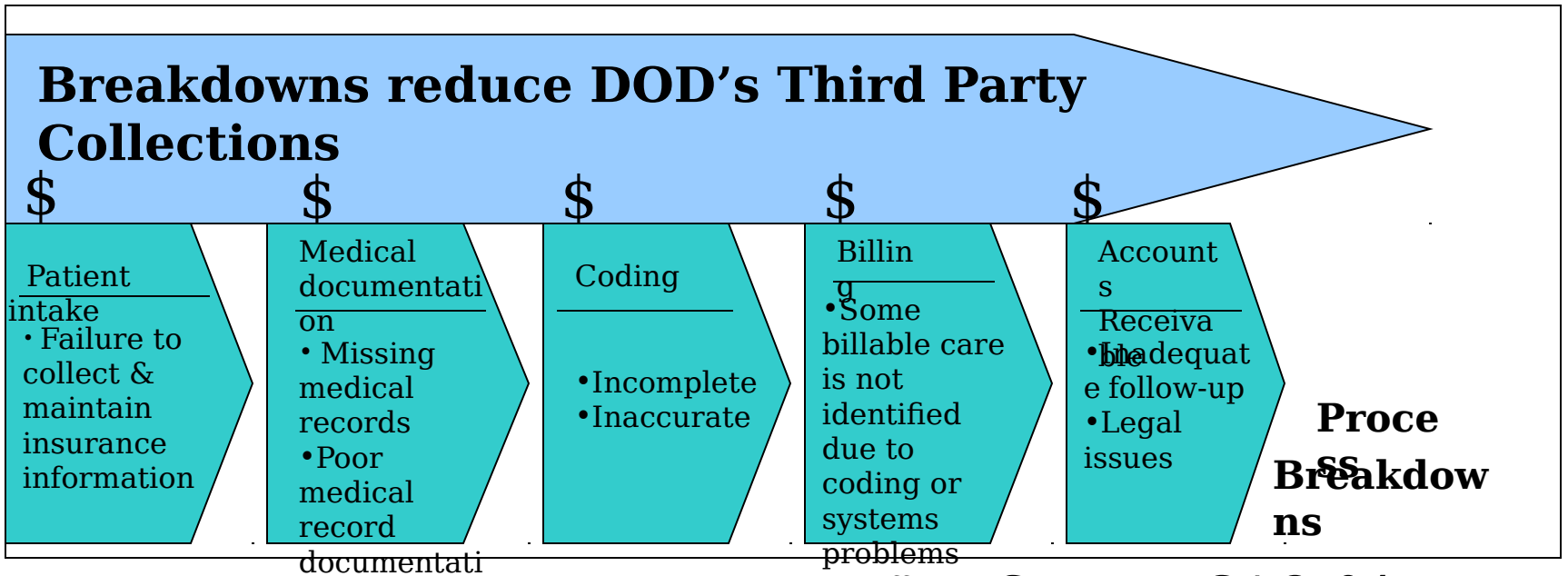
*NOTE: Different billing methodologies in place for outpatient billing. FY02 used an all-inclusive rate based upon MEPRS clinic; FY03: transition to Outpatient Itemized Billing (OIB)

MTF REVENUE CYCLE



GAO REPORT FINDINGS

- Results from a February 2004 GAO report identified breakdowns in each phase of the revenue cycle and the resulting adverse effects on collections



Source: GAO-04-322R

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DATA QUALITY CHARACTERISTICS

- Accurate
- Complete
- Concise
- Cost-effective
- Relevant / Timely / Up-To-Date
- Presentation
- Consistent

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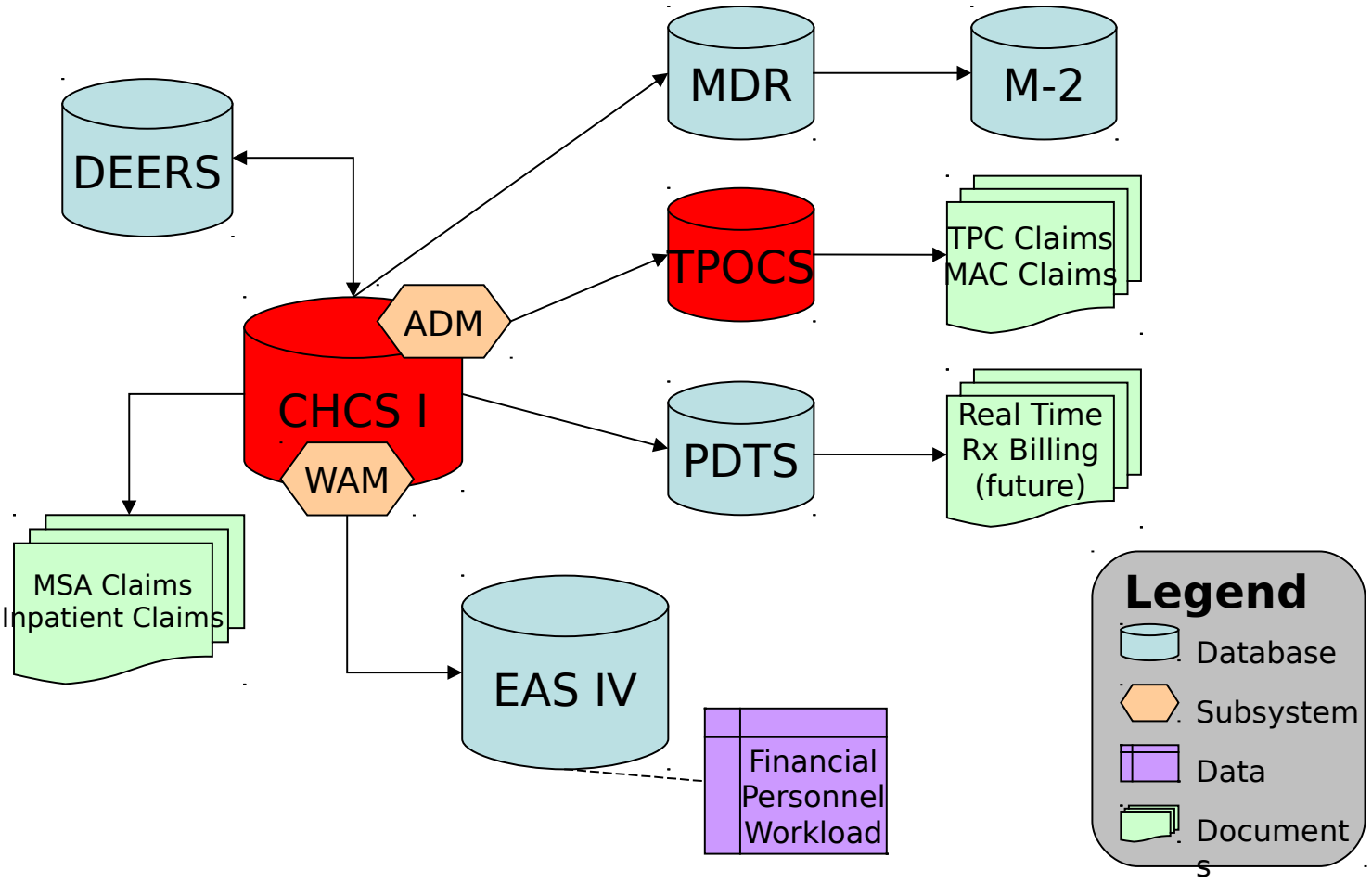
UBO SYSTEMS



PATIENT REGISTRATION

- PATCAT Entry
- Collection & Validation of OHI
- DQMC Assessable Unit

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

Patient Registration	Provider Encounter Data	Coding	Billing	Accounting

INFORMATION SYSTEMS

Importance of Accurate PATCAT Entry

- Patient Category (PAT) determines the reimbursable rate (if any) for healthcare
  - Over 300 PATCATs to select from
- Challenge of Patients with Multiple PATCATs
  - Spouse of AD Member who is a Reservist and employed as a Federal Employee
- Whose responsible for training/accuracy?

Medical Affirmative Claims (MAC)

- Are all patient injuries being identified for JAG review as possible MAC cases?
  - Active Duty Included
- Is anyone training your intake personnel to identify potential MAC claims?
  - If no one is responsible then it's not getting done
- How much is your MTF losing in unidentified MAC cases?

Other Health Insurance (OHI) Information

- Use DD Form 2569 to capture OHI information about your patients
  - All Non-Active Duty Patients required to complete it every 12 months or if data changes
  - OHI needs to be entered into CHCS or it “doesn’t exist”
  - Direct correlation between presence of DD Form 2569 in patient record and rate of TPC billing

PROVIDER DATA

- Medical Record Availability
- Documentation

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

Patient Registration

Provider Encounter Data

Coding

Billing

Accounting

INFORMATION SYSTEMS

CHCS Provider Specialty Codes (PSC)

- Set of codes unique to CHCS
- Current business rules preclude TPOCS from receiving ADM encounters with blank PSCs or PSCs > 900
  - (exception of 901 – Physicians Assistant)
  - 702 (Clinical Psychologist) versus 954 (Psychology)
- Site visit to large medical center found 20% of PSCs fields were blank
  - Billable ADM encounter never reaches TPOCS

Correcting the CHCS Provider Specialty Codes (PCS)

- Get your site's most current CHCS Provider Profile and review the PSC fields for accuracy
  - No blank fields
  - Billable providers have PSC under 900 (plus 901 – Physicians Assistant)
- Determine whose responsible for maintaining the PSC fields and TRAIN THEM!!!
- Periodically review the PSC fields to make sure the problem really has been permanently fixed

CODING

- HCPCS/CPT-4
- Modifiers, ICD-9-CM
- Units of Service

Information / Data **Cash**

INFRASTRUCTURE (MTF Commander and Other Leaders)

Patient Registration	Provider Encounter Data	**Coding**	Billing	Accounting

INFORMATION SYSTEMS

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BILLING

- Insurance Verification
- Claim Form Data & Line Item Billing

Information / Data → **Cash**

INFRASTRUCTURE (MTF Commander and Other Leaders)

Patient Registration	Provider Encounter Data	Coding	**Billing**	Accounting

INFORMATION SYSTEMS

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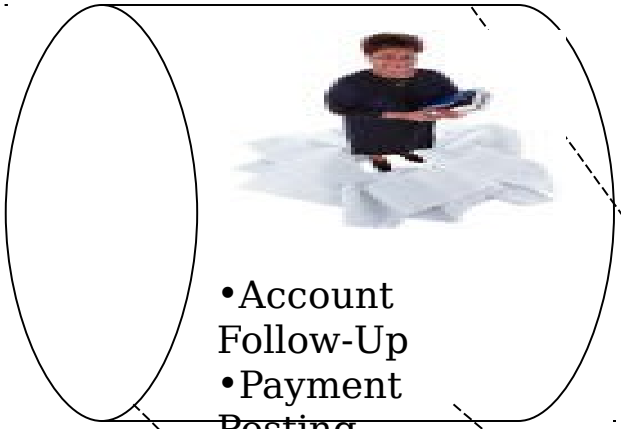
ACCOUNTING



- Account Follow-Up
- Payment Posting
- Denial Management

Information / Data **Cash**

INFRASTRUCTURE (MTF Commander and Other Leaders)

Patient Registration	Provider Encounter Data	Coding	**Billing**	Accounting

INFORMATION SYSTEMS

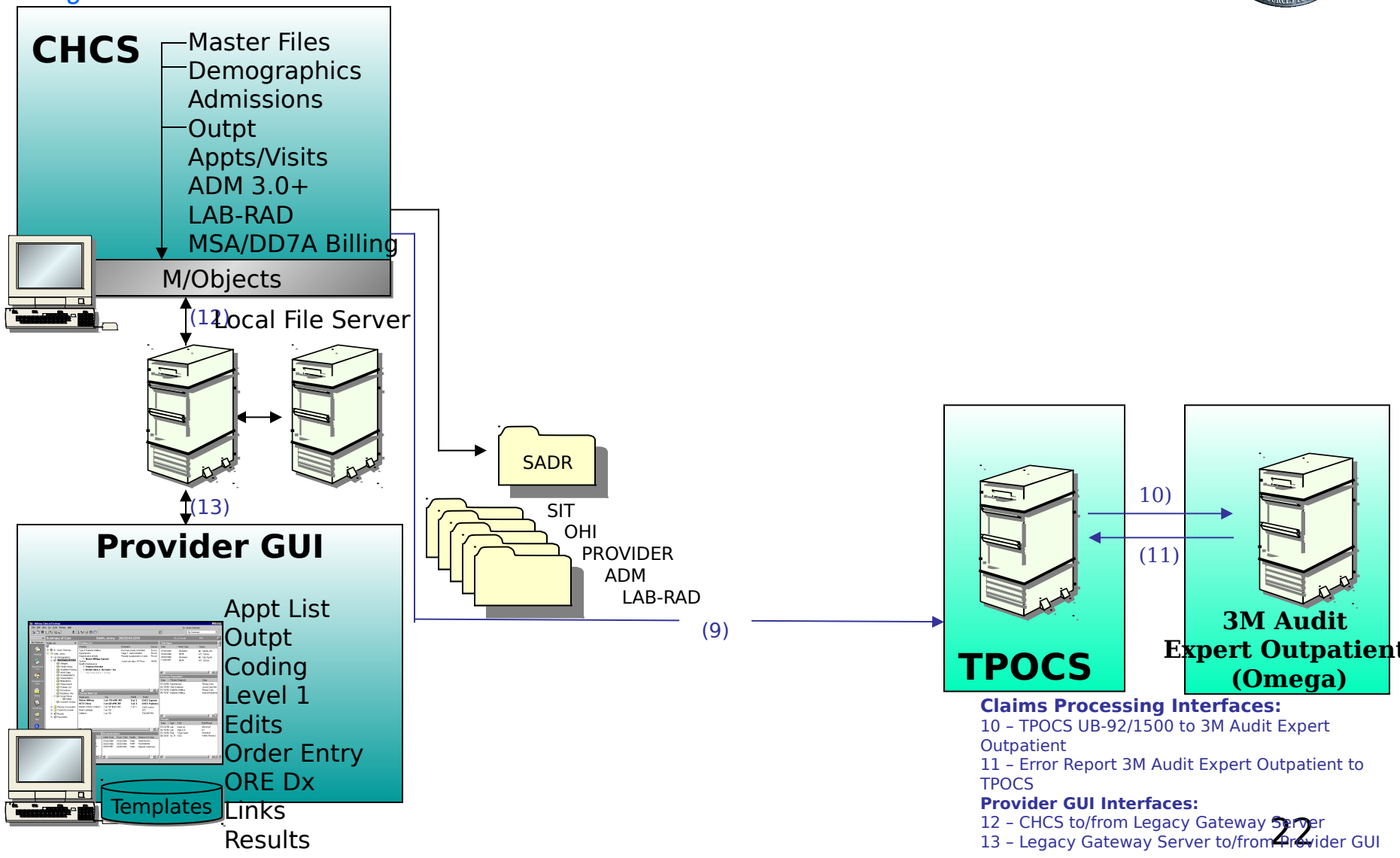
UBO SUCCESS FACTORS

- What are the Focus Points?
  - MTF Revenue Cycle
    - Team Effort (not the just the UBO's challenge)
    - Staff Education & Training
    - Electronic Interfaces
  - Leadership Involvement
    - Stress the need to complete the OHI forms (DD2570s)
    - Be briefed on UBO Performance (Collections)

TPOCS: BILLING SYSTEM

- What is TPOCS?
- Relationship to other systems
  - OHI in CHCS
  - Provider Specialty Codes
- Future enhancements
  - Centralized OHI Repository on DEERS
  - Patient Accounting System (PAS)/ Charge Master Based Billing (CMBB) to replace TPOCS and CHCS MSA Module for TPC billing
- Questions

TPOCS / CHCS / ADM



Claims Processing Interfaces:
10 – TPOCS UB-92/1500 to 3M Audit Expert Outpatient
11 – Error Report 3M Audit Expert Outpatient to TPOCS
Provider GUI Interfaces:
12 – CHCS to/from Legacy Gateway Server
13 – Legacy Gateway Server to/from Provider GUI

RESOURCES

- UBO Web Page
  http://tricare.osd.mil/rm/ubo_home.cfm
- RITPO Web Site
  https://ritpo.satx.disa.mil/main.asp
- TPOCS Help Desk Web Site
  http://tpocshelpdesk.com
- CHCS Web Site
  http://citpo.ha.osd.mil/index.cfm?body=chcs

QUESTIONS?

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